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(54) **SYSTEM AND METHOD FOR AUTOMATING WORKFLOW MANAGEMENT AND TRACKING OF VOICEMAIL, TEXT AND MULTIMEDIA MESSAGES, LIVE CHATS, FORMS AND UPLOADED FILES**

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CPC **H04L 51/22** (2013.01); **G06F 3/0481** (2013.01)

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CPC H04L 51/22; H04L 51/04; H04L 51/16; G06F 3/0481

See application file for complete search history.

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(57) **ABSTRACT**

A system and method for automating workflow management and tracking of voicemail, text and multimedia messages, live chats, forms and uploaded files is provided.

29 Claims, 21 Drawing Sheets

